METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR PROVIDING AUTOMATED CUSTOMER SERVICE VIA AN INTELLIGENT VIRTUAL AGENT THAT IS TRAINED USING CUSTOMER-AGENT CONVERSATIONS

ABSTRACT OF THE DISCLOSURE

A customer communication is responded to by receiving an utterance from the customer at an agent that executes on a data processing system. The agent uses a knowledge base that includes information extracted from one or more exemplary conversations to generate a response to the received utterance. The agent then sends the generated response to the customer.

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